Emergency Response Plan

City of Pomona, California

Public Works Department

Water Operations Division

B&V Project: 133379

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Executive Summary

This document is designed to prepare the City of Pomona (City) Public Works Department Water Operations Division for a planned response to emergency situations associated with natural disasters, technological incidents and national security emergencies affecting a water utility facility and its service area. This plan describes the following:

- City of Pomona Water Operations Division emergency management organization required to assist in mitigating any significant emergency or disaster.
- Authorities, policies, responsibilities and procedures required to protect the health and safety of customers, personnel and facility property.
- Operational concepts and procedures associated with field response to emergencies, Emergency Operations Center (EOC) activities and the recovery process.
- Implementation of the Standardized Emergency Management System (SEMS) for use within the Los Angeles County Operational Area, regional and state systems.
- Multi-agency and multi-jurisdictional coordination, particularly between the City's Water Operations Division and local, state and federal agencies during emergency operations.
- Pre-event emergency planning as well as emergency operations procedures.

This plan has been designed for conformance with SEMS (Government Code Section 8607) and should be used in conjunction with the State Emergency Plan and local emergency plans.

Emergency Response Plan

On May 23, 2002, Congress gave final approval to the Public Health Security and Bioterrorism Preparedness Act, House of Representatives Bill (H.R.) 3448. President Bush signed the bill into law on June 12, 2002. The new legislation was intended to enhance our country's preparedness in dealing with terrorists. Title IV of the Act amended the Safe Drinking Water Act and, among other things, provided grant money for community water systems. The grant program is administered by the United States Environmental Protection Agency (USEPA) and application for funds were to be made to this agency.

These funds were earmarked for conducting assessments of the vulnerability of water systems to terrorist acts or other intentional acts, the purpose of which is to disrupt our ability to provide safe and reliable supplies of drinking water. For each community water system serving a population of 100,000 or more, the vulnerability assessment must have been completed by March 31, 2003.

Additionally, for those same large community water systems, emergency response plans must be prepared or revised. The new or revised plans are to incorporate the results of the vulnerability assessments and are to be completed shortly after the completion of the vulnerability assessment.

This document is the **Emergency Response Plan (ERP)** developed to comply with the amendment to the Safe Drinking Water Act.

This ERP is designed to prepare the City's Water Operations Division for a planned response to emergency situations associated not only with intentional acts, but also with natural disasters, technological incidents and national security emergencies.

This City's Water Operations Division ERP describes the following:

- City's emergency management organization.
- Authorities, policies and responsibilities for protecting the health and safety of customers, personnel and facility property.
- Operational concepts and procedures associated with field response to emergencies, EOC activities and the recovery process.
- Multi-agency and multi-jurisdictional coordination, particularly between the City and local, state and federal agencies during emergency operations.
- Pre-event emergency planning as well as emergency operations procedures.

This plan has been designed for conformance with, and should be used in conjunction with the local and State Emergency Plans.

Promulgation Document

The purpose of this page is to place the Emergency Response Plan in force and provide it official status among the other documents that may have been developed for other purposes.

Promulgation

This ERP is promulgated as the guidance for emergency operations in the City of Pomona. It is based on the premise that Water Operations Division employees will work together with City, County and State agencies to provide a coordinated and effective response to major emergencies.

The goals of emergency operations, generally, are to save lives, reduce injuries and protect property. The goals of this ERP include these plus the protection of the City's water supplies and the continuation of water production and distribution services.

This ERP is based on a multi-hazards concept. Rather than concentrating on a specific hazard for each facility and the response to it, this plan takes an approach that focuses on the commonalties in emergency response efforts and thus makes the plan useful for many hazards that might threaten the supply of drinking water for our customers.

By signing this document, I affirm my support for effective emergency planning and emergency response in the City of Pomona and the surrounding area.

_____ _____

Tim D'Zmura Date
Public Works Director

Record of Changes Worksheet

Record of Changes

The purpose of this page is to make a written record whenever changes are made to the Emergency Response Plan.

Date	Chapter/Section/Page	Approved By
1. October 2005	ES-5, 5.1 Organization 5-7, Figure 5-1 5-10, Annex A Emergency Management Organization A-2, Annex A A-4, Annex B Emergency Control Center B-5, Annex B Water Treatment Section Supervisor B-8 – B-9, Annex B-9, Annex E1 Emergency Contact Information E1 Support Services (Labs, Contractors, Suppliers, etc.) E-2, Annex E2, Natural Hazards Earthquake, Severe Storms, Flooding and Erosion E-4, Annex E3, Accidents and International Acts Fire and Explosion E-6, Annex E4, Accident or Intentional Acts Chemical Release or Spill E-8, Annex E5, Accident or International Acts Loss of Power E-10, Annex E6, International Acts Raw Water Contamination (Chemical/Biological/Radiological) E-12, Annex E7, International Acts Finished Water Contamination (Chemical/Biological/Radiological) E-14, Annex E8, International Acts Physical Damage E-16, Annex E9, Threats All Credible Threats of Damage to or Contamination of the Water system	Jim Taylor, Water/Wastewater Operations Manager
2. May 2007	Contents Tc-2, ES-1 Executive Summary, ES-6 Distribution List, 3-1 3.2 Situation, 4-2 4.1 General Concept, 4-3 4.2 Emergency Authority - Emergency Prepardness, 5-7 5.1 Organization, 5-9 5.3 Coordination with	

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3. March 2009	ES-3, ES-5, Emergency Response Plan Distribution ES-6, 4-2 4.1 General Concept, 4-2 4.2 Emergency Authority, 5-7 5.1 Organization and Responsibility, 5-9 5.3 Coordination with Operational Area SEMS Emergency Operations Center (EOC), 5-10 Figure 5-1, 5-11 5.6 Mutual Aid, Annex A A-2 Annex A 1.0 Water Operations Division Emergency Management Team, Annex A A-3 Annex A 2.0 Relationship with other Emergency Agencies, Annex A A-4 Figure, Annex A A-5, Annex B B-2 Communications and Notification Procedure, Annex B B-4 figure B-1, Annex B B-5 Emergency Control Center (ECC), Annex B B-8 Supervising Environmental Services Engineer, Annex B B-10 Supervising Water Resources Engineer, Annex B B-12 Initial Activities, Annex E E-1 Emergency Contact Information, Annex E3 E-7 Accidents and Intentional Acts, Annex E3 E-9 Accidents and Intentional Acts, Annex E4 E-11 Accidents and Intentional Acts, Annex E5 E-13 through E-14 Accident and Intentional Acts, Annex E6 E-16 Intentional Acts, Annex E7 E-18 through E-19 Intentional Acts, Annex E8 E-21 through E-22 Intentional Acts, Annex E9 E-24 through E-25 Threats	
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Emergency Response Plan Distribution

Distribution List

The purpose of this page is to make a written record of those who have been provided a copy of the plan.

Copy No./Owner Name	Affiliation, Organization, Department
1. Tim D'Zmura	City of Pomona – Public Works Dept.
2. Jim Taylor	City of Pomona – Utility Services Dept.
3. Raul Garibay	City of Pomona – Utility Services Dept.
4. Chris Brown	City of Pomona – Utility Services Dept.
5. Rosemarie Chora	City of Pomona – Utility Services Dept.
6. Gary Matthews	City of Pomona – Utility Services Dept.
7. Carrie Cruz	Human Resources Department
8. Dan Jimenez	City of Pomona – Utility Services Dept.
9. Nick Capogni	City of Pomona – Utility Services Dept.
10. Tim Hampton	City of Pomona – Utility Services Dept.
11. Danny Aceves	City of Pomona – Utility Services Dept.
12. Mark Gluba	City of Pomona - Administration
13. Fire Dept.	LA County Fire Department
14. Water Production Section	City of Pomona – Utility Services Dept.
15. Water Distribution Section	City of Pomona – Utility Services Dept.
16. Water Treatment Plant Section	City of Pomona – Utility Services Dept.

17. Water Quality Control Section	City of Pomona – Utility Services Dept.
18. Wastewater Section	City of Pomona- Utility Services Dept.
19. Business Services	
20. City Manager's Office	City of Pomona – Utility Services Dept.

1.0 Authorities and References

1.1 Legal Authority

The following laws provide the authority for the development and implementation of this Emergency Response Plan:

Federal

- Federal Civil Defense Act of 1950, Pub. L. 81920 as amended.
- Crisis Relief Act of 1974, Pub. L. 93 288 as amended.
- Emergency Management and Assistance, 44 U.S. Code 2.1 (Oct. 1, 1980).

State of California

- Standardized Emergency Management System (SEMS) Regulations (Chapter 1 of Division 2 of Title 19 California Code of Regulations) and Government Code Section 8607(a).
- Standardized Emergency Management System Guidelines.
- California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code).

Local

- Ordinance No. 3944 pertaining to the Procedures for the Procurement of Supplies, Services and Equipment, adopted February 11, 2002, by the City Council.
- Public Notification Section under revision 4-99.

1.2 References

The following plans and documents were consulted in the development of this ERP and can be referenced for additional information:

- FEMA 20, Publications Catalog.
- FEMA L 136, Radio Amateur Civil Emergency Services (RACES).
- Federal Response Plan.
- Incident Command System/Unified Command Technical Assistance Document, the National Response Team.
- *Emergency Planning Guidance for Public and Private Water Utilities,* State of California, Office of Emergency Services, Emergency Planning Guidance for Public and Private Utilities, March 1999.

- *SLG 101: Guide for All-Hazard Emergency Operations Planning*, Federal Emergency Management Agency, September 1996.
- *Guidance for Water Utility Response, Recovery & Remediation Actions for Man-Made and/or Technological Emergencies*, United States Environmental Protection Agency, Office of Water, EPA 810-R-02-001, April, 2002.
- Large Water System Emergency Response Plan Outline: Guidance to Assist Community Water Systems in Complying with Public Health Security and Bioterrorism Preparedness and Response Act of 2002, United States Environmental Protection Agency, Office of Water, EPA 810-F-03-007, July, 2003.
- City of Pomona Water Operations Division Vulnerability Assessment Report.

1.3 Policy and Authority

It is the policy of the City of Pomona Water Operations Division to do the following:

- To create and maintain an emergency preparedness and response program for managing the critical functions of its mission during emergencies, and
- To provide for the safety of its staff and to provide safe and sufficient drinking water to its customers at all times and to the best of its ability during emergencies.

This ERP has been developed with the intent to provide guidance for the City's Water Operations Division personnel who must prepare for and respond to emergencies involving the drinking water supply. The persons so designated in this ERP have the authority to use the resources they deem necessary to protect and maintain the integrity of the water supply during and following emergencies.

2.0 Purpose

This ERP has been developed to provide multi-use emergency operations guidance for the City's Water Operations Division. It has as its objective the mitigation of the effects of hazards, execution of measures to preserve life and minimize damage, enhanced response during emergencies and provision of necessary assistance, and establishment of a recovery system to return the City water system to its normal state.

This plan intends to define the who, what, when, where, and how of mitigation against, preparation for, response to, and recovery from the effects of natural crises, technological accidents, and intentionally malevolent acts.

3.0 Situation and Assumptions

3.1 Description of Facility

The Pomona Water System serves a population of 154,000 with approximately 30,000 service connections of which 300 connections are outside the City limits. The area of Pomona is about 23 square miles with a mean water usage of 29 MGD. In 2002, the City pumped 75 to 80 percent of its water from its own wells and purchased 20 to 25 percent from the Metropolitan Water District (MWD). The City has the capacity to meet 100 percent of its demand by exclusively purchasing from MWD. The City's only surface water treatment facility, the Pedley Filter Plant, treats the City's share of the surface water originating from the San Antonio Canyon Watershed. The Pedley Filter Plant has a design capacity of 4.5 MGD, but typically only produces approximately 1 to 4 MGD, depending on the quantity of influent.

The City of Pomona is located in a valley between two mountainous regions. For this reason, the elevation of the City varies throughout and the City's water system has been divided into a number of water zones to serve areas of similar elevation. Sufficient water supplies cannot be produced in each of these water zones to meet water demands. Water, therefore, must be pumped or boosted from zones with a surplus of water up into higher elevation zones which lack an adequate supply of water. To accomplish this, the City has in place eleven booster stations, each comprised of a varying number of pumps that can lift water up into the City's higher zones. Zone 5 is the largest service area, followed by Zones 2 and 7. Zone 5 is primarily residential with some commercial.

Three Valleys Municipal Water District (TVMWD) is a member agency of MWD and serves as the City's imported water agency to MWD. The water supplied by MWD passes through TVMWD facilties, which distributes this water through the Pomona-Walnut-Rowland Joint Water Line (PWR-JWL). The PWR-JWL is currently administered by Walnut Valley Water District (WVWD) under the direction of elected officials representing WVWD, the City of Pomona, and Rowland Water District as a joint powers agency.

3.2 Situation

The City's water system is exposed to many hazards, each having the potential to disrupt the ability to provide potable water to the community. Potential hazards include natural disasters, accidents, and intentionally malevolent acts. In this context, the word "hazard" is defined as *a dangerous event or circumstance that has the potential to lead to an emergency or disaster*. A hazard represents the *potential* for an emergency or disaster

and not the emergency itself. Therefore, the early discovery of a hazard and the timely response to address it can and often does avert emergencies.

Natural hazards are caused by natural events such as fire, flood, tornado, snowstorms, drought, or earthquakes. Technological hazards are caused by the tools, machines, and substances we use in everyday life. These may include vehicles, heavy equipment, and hazardous chemicals. Accidents involve the unforeseen result of misuse or careless use of these items or the unwanted intervention of outside forces. Accidents include transportation collisions, heavy equipment failures, power failures, and communication system and computer network malfunctions. On the other hand, intentionally malevolent acts take advantage of inherent hazards to do harm to people and property. These acts run the gamut from vandalism through internal sabotage all the way to terrorist acts.

The vulnerability assessment conducted for the City in 2003, began with a site security survey that focused on physical characteristics, existing security features, and points of potential vulnerability at each property. Its contents are security sensitive and not for public dissemination.

Without providing details about the findings of the vulnerability assessment, this ERP addresses them nonetheless. It contains functional annexes that address the single points of failure and describe procedures to follow in each instance.

3.3 Assumptions

In an ERP, assumptions are provided so that the user knows on what foundations the plan is based. In other words, the assumptions state what has been treated as or assumed to be true so that the ERP can be executed effectively. Assumptions also serve to show the limitations of an ERP and alert the user that some improvisation and resourcefulness may be needed in an emergency if one or more of the underlying assumptions prove not to be true. Here are the assumptions used in the development of this ERP:

- The City's water system will continue to be exposed to the hazards identified above, as well as others that may be unforeseen at present.
- Government officials, including those with the State of California, County of Los Angeles, and San Bernardino County, will continue to recognize their responsibilities with regard to public safety. They will exercise their authority to implement emergency operations and recovery plans in a timely manner when confronted with a real or threatened crisis.
- If properly implemented, this plan will augment state, city, and county emergency operations, response, and recovery plans.

- If properly maintained, this plan will provide the City's Water Operations Division employees with guidance and instructions for hazard mitigation, and preparation for measures that will preserve life and minimize damage, enhance response during emergencies, provide necessary assistance, establish a recovery system to return the water supply system to its normal state, and reduce the crisis impacts or prevent crisis related losses.
- Emergency response to criminal activities and to events that present immediate and imminent threats to human health and safety will be handled by the local sheriff's department, police department, or fire department.

It should be noted that the scope of this ERP is limited to events that affect the ability of the City's Water Operations Division to achieve its mission of providing safe drinking water of sufficient flow and pressure to support the community. As described in this plan, the City will support the Incident Command structure and those of state, city and county emergency management agencies.

In the event that the state of California Office of Emergency Services activates a state or regional level SEMS organization, the City will be prepared, through organization of its SEMS organizational functions, to participate in the utilities branch on a state, regional, and operational level.

4.0 Concept of Operations

4.1 General Concept

The concept of operations section of an ERP is intended to explain in general terms the sequence of actions that must take place during and after an emergency. It must identify those who are charged with performing those actions. Identification of those persons specifically charged with taking action is provided in Annex E1, Key Contacts.

For the City's Water Operations Division, responsibility for action is limited to its service area. This service area includes water distribution, treatment, and transmission facilities. In the event of an emergency, City employees will be the first to take action.

The term *emergency*, in the context of this plan, means actual or threatened conditions of disaster or peril to the maintenance of critical City functions and the health and safety of staff or the public. These could be caused by fire, severe storms, riots, hazardous material releases, power outages, water supply contamination, and intentional acts. The initiation of emergency response actions could be triggered by any of the following types of events:

- Receipt of information from the public of a service interruption of unknown cause.
- Receipt of information from the public of a service interruption of known cause.
- Receipts of threats to the water system from unknown sources.
- Discovery of upsets or other situations that could lead to an interruption in water service.
- Discovery of suspicious activity or evidence of the same.
- Discovery of any situation that requires immediate action and possible assistance from others.

All Water Operations Division employees are empowered to take action when any of these circumstances occur or when, in their judgment, an emergency situation has developed. All employees are allowed to call 9-1-1 to report an emergency. In fact, as a general rule, emergencies which require resources beyond the capability of the City will be turned over to the County or State, in that order, with the City providing needed support and technical assistance.

The City will contact the County of Los Angeles via the incident/unified command structure to request response resources for major events or events which are criminal in nature, involve fire, hazardous materials, or which may affect the safety of the water supply. The County of Los Angeles, via the Fire Department and the County of

Los Angeles Emergency Manager, has the primary responsibility for emergency management activities. Designated City personnel will also contact appropriate personnel at the California Department of Public Health. Other levels of government provide resources not available at the local level. When the emergency exceeds the local government's capability to respond, assistance from the state government will be requested through the California Office of Emergency Services (OES). The federal government will provide assistance and resources to the state where needed. Federal assistance is usually extended to aid in recovery from a major crisis.

For less urgent situations, the flow of information from the first employee who discovered the potential problem would be to a crew chief or shift supervisor, then to an operation or maintenance supervisor, then to the Operations Manager. At that level, a strategic decision will be made as to what other organizations and agencies need to be notified and involved. This could include other county organizations, such as the County of Los Angeles Emergency Management Organization, the California Office of Emergency Services or all of the above. The decision to involve federal emergency response personnel must be made at the State level.

Day-to-day functions that do not contribute directly to emergency response actions may be suspended for the duration of the emergency. The resources and efforts that would normally be required for those functions may be diverted to the accomplishment of emergency tasks by the agency managing the use of those resources.

4.2 Emergency Authority

City of Pomona SEMS Authorization

IT IS THE POLICY OF THE CITY OF POMONA WATER OPERATIONS DIVISION TO DO THE FOLLOWING:

Create and maintain an active emergency preparedness program that includes an emergency plan that will help manage the Water Operations Division critical functions during any emergency and protect the safety of the staff. The City will coordinate the emergency plan, function, and response with those responders from other public and private entities and organizations in charge with emergency duties.

Emergency. Emergency means the actual or threatened existence of conditions of disaster or extreme peril to the provision of critical City functions and the health and safety of staff or the public, caused by such conditions as fire, severe storm, riot, hazardous material releases, earthquake, power outages, water supply contamination, and other conditions which may be beyond the capability of the services, personnel,

equipment, and facilities of the City, and may require the combined forces of other political subdivisions to adequately respond.

Emergency Preparedness. The Public Works Director has authorized the establishment of an Emergency Preparedness Program, which consists of the nationally recognized four phases of emergency management: mitigation, preparedness/planning, response, and recovery. The City's actions will include developing and maintaining a City-wide emergency plan, identifying and training City staff to activate and use the plan, appointing City staff to critical positions identified in the emergency plan, and appointing staff to represent the City in negotiations or consultations with public and private agencies on matters pertaining to emergency response, recovery of damaged systems, and financial costs incurred during the emergency. The Water Operations Manager will facilitate progress on this program for the Public Works Department.

City of Pomona Emergency Declaration. When an emergency condition arises, the City Manager or designee may, in consultation with the Mayor, declare a "City of Pomona Emergency." The City Council must ratify the declaration within 14 days at either a scheduled or emergency Council Meeting.

Authorizations During City of Pomona Emergencies. The City Manager's declaration of a City of Pomona Emergency is a public acknowledgment of the serious situation the City faces, and that the City's resources may not be adequate to respond to the emergency. The City Manager or successor is authorized to suspend competitive bidding and enter into emergency contracts as authorized.

Water Operations Section Chief. The City's Public Works Department ERP will identify a Water Operations Section Chief (WOSC), who will have the authority for developing plans, training staff, and activating the emergency plan. The WOSC will identify staff to fulfill the planning and response duties listed in the emergency plan. As the need arises, the Emergency Operations Center may direct all human or material resources owned by the City to combat the effects of a threatened or actual emergency involving the ability of the City to safely treat and deliver potable water.

Mutual Aid. The California Master Mutual Aid Agreement (Government Codes 8561, 8615, and 8617) allows for the implementation of mutual aid during threatened, actual, or declared emergencies. The Public Works Director, in accordance with the emergency plan, may request mutual aid assistance from other local government and public agencies,

or commit City of Pomona resources to other agencies requesting aid. The Public Works Director may sign appropriate documents to effect mutual aid and other emergency response agreements.

The City currently has a written mutual aid agreement with the County of Los Angeles. Because it is a member of the Three Valleys Municipal Water District, the City also has mutual aid agreements with the following agencies:

- City of Covina
- City of Glendora
- City of La Verne
- Rowland Water District
- Walnut Valley Water District
- Covina Irrigating Company
- Golden State Water Company
- City of Upland

Continuity of Management. The City's ERP will list at least one designee to critical staff identified in the plan, including the WOSC. In the event that the primary person is unable to respond to an emergency, each successor, in order, may assume all the duties and powers of the primary staff member.

Status Reports. The Water Operations Section Chief will provide status reports to the Public Works Director, City Manager, Mayor, and City Council on the progress of the Emergency Preparedness Program every five years. Additional reports will be given to the Public Works Director, City Manager, Mayor, and City Council on the effectiveness of the plan and City of Pomona response within 60 days of the occurrence of a declared City of Pomona Emergency.

Alternative Water Supply. In the event that an emergency flow change is necessary on Pomona-Walnut-Rowland Joint Water Line (PWR-JWL), the City has established a procedure to work with the Walnut Valley Water District (WVWD) to obtain emergency water supplies via mobile tank truck and other water hauling equipment. The specific procedures for implementing that plan are presented in Appendix 1.

The City currently does not have any purchase agreements to obtain bottled water from a supplier to provide water to customers in case the City's water infrastructure is completely disabled from a disaster. Depending on the severity of the emergency and the availability of resources, the City will turn to the following agencies in this order for aid:

Other surrounding cities,
Los Angles County Office of Environmental Services,
California State Office of Environmental Services, or
FEMA.

4.3 Phases of Emergency Management

There is more to emergency management than simply response, important as that function may be. Response is what an organization does immediately after an emergency occurs and is but one of several phases of emergency management. The County of Los Angeles Emergency Response Plan identifies four phases of emergency management: mitigation, preparedness, response, and recovery. These phases are defined here.

Mitigation is the application of measures that will either prevent the onset of an undesirable event or reduce the impacts should one occur. Common mitigation measures related to facilities are zoning and land use controls (like not building in a floodplain), barrier construction, and effective building codes. Those related to actions may include hazard vulnerability studies, compliance and enforcement of codes, and public education.

Preparedness refers to measures taken in advance of an emergency that will make response actions much more effective when an emergency does occur. These measures include emergency planning, mutual aid agreements, response personnel training, written procedures, establishment of one or more EOCs, emergency equipment purchases, and emergency drills to identify and correct weaknesses in planning and in response execution.

Response is employment of resources and procedures to preserve lives, minimize property damage, protect the environment, and make recovery operations more effective after an emergency has occurred. These measures may include incident command, activation of the EOC, removal of conditions that present imminent danger, public warnings, rescue and evacuations, provision of food, shelter, security, and medical care, and fighting the effects of the emergency, such as fire, explosion, flooding, and loss of service. Response actions can be general or hazard-specific; for instance, firefighting is specific to a fire or explosion hazard, while providing food and shelter is an action required of many types of emergencies.

Recovery is both a short-term and long-term process. Short-term operations seek to restore vital services to the community and to provide for the basic needs of the public. Long-term recovery focuses on restoring the community to its normal, or even improved, state. Recovery actions include damage assessment in preparation for financial assistance, debris cleanup, provision of drinking water from temporary sources, temporary repairs or reconstruction of system components, and permanent reconstruction in damaged areas. The recovery period also offers an opportunity time to institute new mitigation measures, particularly those related to the recent crisis.

4.4 Levels of Emergency

While there are many systems for designation of emergency level, one that is commonly in use among water systems and described in the American Water Works Association (AWWA) Manual M19 is summarized here:

- **Level 1 (Minor) Emergency:** Routine, normal, or localized event that affects few customers, such as a pipe break, malfunctioning valve, hydrant break, typical storm event, or brief power loss. Water system employees are able to handle the problem, although other employees or outside contractors may be put on alert until the problem is solved.
- **Level 2 (Major) Emergency:** An undesired event that affects a large portion of the water system, lowers the quality or quantity of the water, or places the health and safety of the customers at risk. Examples are serious threats to reservoirs, tanks, or treatment facilities, power loss to critical pumps, unsafe water in any zone, transmission line break, or major storm event.
- **Level 3 (Disaster) Emergency:** An undesired event of such magnitude that the needed response well exceeds the capabilities of water system employees. The integrity of the entire water system is affected and system downtime could be lengthy. Examples include major natural disasters, contamination of the entire system, or intentional damage to critical equipment or facilities.

The significance of these classifications is their relationship to the type of response effort that water system employees must initiate. The most important thing to remember is that outside assistance may be needed for all but minor emergencies.

5.0 Organization and Responsibilities

As stated in the Concept of Operations section, the SEMS integrates resources and agencies into a cooperative unit for effective execution of emergency management tasks. This section of the ERP provides information on how those resources and agencies should be used.

5.1 Organization

Refer to Annex A for the City's Water Operations Division Emergency Management Organization. It should be noted that the composition of this body will be adjusted depending on the nature of the emergency. In the event that the crisis affects the City/County in general, this body will serve as a second tier emergency management organization to augment the greater State/County Emergency Management Systems.

The City's Water Operations Division Emergency Management Organization is composed of the following positions assigned to the officials listed below (refer to Annex A for names of the officials and their roles and responsibilities):

- Water Operations Section Chief: Water Operations Manager
- Engineering Section: Supervising Water Resources Engineer
- Water Quality Control Section: Supervising Environmental Services Engineer
- Water Production Section: Water Production Supervisor
- Water Distribution Section: Water Distribution Supervisor
- Response and Recovery Planning: Administrative Analyst
- Financial Resources: City Treasurer
- Crisis Communications: Public Information Officer
- Law Enforcement Service: City of Pomona Police Representative
- Fire/Rescue Service: County of Los Angeles Fire Department Representative
- Health Service: California Department of Public Health Representative

Note: In the event that one or more of the above listed officials is incapacitated or otherwise unable to function, their designee will replace them.

5.2 Standardized Emergency Management System (SEMS)

The State Office of Emergency Services regulates the Standardized Emergency Management System (SEMS), which was created by Government Code 8607 following the East Bay Hills Firestorm. To ensure reimbursement for claims filed after a disaster,

all City's emergency plans, procedures, and training will follow the SEMS regulations and coordinate with City and County-wide emergency plans.

It is important to note that the above are *typical* responsibilities for SEMS Section Leaders. But no two emergencies are exactly alike and the size and nature of the organizational structure depend on the magnitude of the emergency. The SEMS is designed to be flexible, so there is no absolute standard to adhere to. The only fundamental guidance is that Incident Command is responsible for all activities until command authority is formally transferred to someone else. It should be noted that the roles and responsibilities outlined by this plan are in terms of water system emergency response and recovery, and are entitled as such. However, the structure and functioning of the emergency response command specified within this plan generally follow the intent of SEMS. The City of Pomona, Public Works Department emergency management organization (Figure 5-1) will provide the support services indicated above. The alignment of Public Works Department emergency management organization with local emergency responders and SEMS Emergency Operations Center is illustrated in Annex A.

5.3 Coordination with Operational Area SEMS Organization Emergency Operations Center (EOC)

The City has established working relationships with the local Operational Area SEMS Organization, which in the event of a Level 3 or 4 emergency, may establish an Operational Area Emergency Operations Center (EOC). This EOC is likely to be staffed by representatives of local government, emergency managers and response personnel. While incident command is at or near the site of an emergency, the EOC is a permanent facility at a central location and away from scene of an emergency. It is a direction and control facility that is adequately equipped and provisioned to coordinate emergency efforts. It acts as a nerve center for gathering, receiving, maintaining, and processing information on the emergency at hand. It has the needed computer, Internet, and communications capabilities to direct and coordinate emergency response. It is particularly of value when interagency coordination is needed, as between county and state, for example.

It is not necessary to activate the EOC for every emergency. The severity of an incident dictates the need. The decision to activate the EOC is made at a high level in the SEMS structure. If the EOC is not activated all direction and control takes place at incident command. Alternate EOCs are used when the primary EOC is not functional or is too close to the incident causing the emergency.

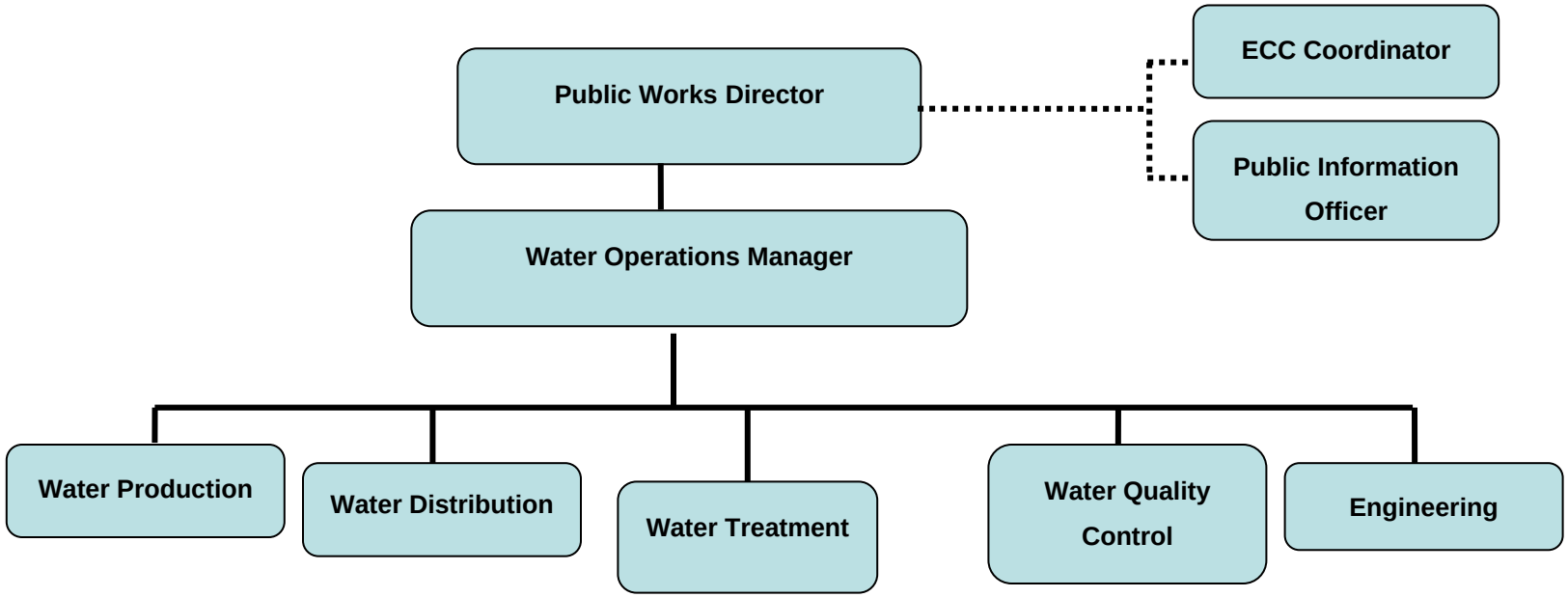
This plan anticipates that in a regional or local event, the City of Pomona or County of Los Angeles will activate their EOC. The Public Works Department anticipates that the Public Works Director, or Water Operations Manager or designee will liaison with the Operational Area EOC.

The Public Works Department has established an Emergency Command Center (ECC) at the Public Works Department Water/Wastewater Yard Main Office located at 148 North Huntington Street. This location will be the primary location where the Water Operations Management Team will respond, assess hazards, control, recover, and restore water operations in the event of an Operational Emergency. The center is equipped with maps, supplies and food rations. It is anticipated to purchase a computer lap top for use at the Emergency Command Center.

5.4 Agency Responsibilities and Deferral of Authority

This ERP is intended to serve the needs of the City's Water Operations Division. It does not address either emergencies that do not involve the City's water system or those that have effects beyond the ability or authority of the City to address. Therefore, the Water Operations Division will defer to the appropriate agency in the event of an emergency that can affect the health and welfare of the public.

Figure 5-1
Water Operations Division Emergency Management Structure



- The choice of the appropriate agency will be made under the Unified Command structure and will follow this guidance, generally:
- For fire fighting, chemical release control, search and rescue, evacuation, and medical response, the Los Angles County Fire Department assumes command.
- For perimeter security, patrols of the area, traffic control, crowd control, and preliminary investigation of possible crimes, the Pomona Police Department assumes command.
- For water contamination of unknown cause, the State Health Department assumes command.
- For investigation of a possible terrorist act, the Federal Department of Homeland Security would assume command.

5.5 Support and Special Staff

Support staff and special staffs are the City's Water Operations Division employees, outside specialists, or volunteers who have skills and training in areas needed to provide a total response to an emergency. They may assist the command staff and emergency service coordinators in the accomplishment of their duties, perform functions within the EOC to enhance efficiency, or perform critical tasks outside the scope of government departments.

5.6 Mutual Aid

The Public Works Director may develop mutual aid agreements with local agencies to obtain assistance for the City with its duties and the provision of safe drinking water to its customers. He may request mutual aid assistance from other local government and public agencies, or commit the City of Pomona resources to other agencies requesting aid. The Public Works Director may sign appropriate documents to effect mutual aid and other emergency response agreements only if the Director has authorization from the Pomona City Council. As stated earlier, the City currently has mutual aid agreements with the following agencies: County of Los Angeles, City of Covina, City of Glendora, City of La Verne, Rowland Water District, Walnut Valley Water District, and MWD Wide-Area Response Network (WARN).

5.7 Continuity of Management

The City of Pomona has at least one designee to each critical staff identified in the plan. In the event that the primary person is unable to respond to an emergency, each designee, in order, may assume all the duties and powers of the primary staff member.

6.0 Plan Development and Maintenance

This plan was developed with the cooperation of the City. The contents of this plan will be shared with and understood by those people responsible for its implementation. The Water Operations Manager is responsible for seeing that employees are informed of the existence and the contents of the plan, and trained on how to use it. All should know his or her role in recognizing, reporting, and responding to emergencies. Changes in staff will require new staff to be trained on their duties and responsibilities.

The Water Operations Manager or his designee is responsible for the development and maintenance of standard operating procedures to support the use of this plan.

To the extent that revisions to the plan affect coordination with other agencies, the Water Operations Manager will ensure that those affected agencies are informed of the proposed changes and have an opportunity to provide comments and constructive criticism. The Annexes will be updated as needed and in conjunction with the departments and agencies. The Water Operations Manager or his designee will direct a regular review (at least every five years) of this plan by the officials involved in its execution. The Water Operations Manager or his designee will coordinate this review and execute any plan revisions and distributions that may be necessary.

The plan will be tested as required by changes in key personnel and processes in the form of a simulated emergency exercise in order to provide practical, controlled experience to those emergency supervisors tasked within the plan.

Annex A

Emergency Management Organization

Annex A
Emergency Management Organization

1.0 Water Operations Division Emergency Management Team

The following information is intended to provide the City's Water Operations Division with the information needed to function effectively at the Standardized Emergency Management System (SEMS) field response and local government levels. The SEMS functions with personnel assignments are designed to align with the City of Pomona and County of Los Angeles government and operational levels, and provide the personnel assigned to the functional positions with clear responsibilities. The chain of command and communication is short and efficient. The following are those empowered to direct emergency operations for the City of Pomona.

Those with formal authority are:

- Tim D'Zmura, Public Works Director
- Jim Taylor, Water Operations Manager

Those who can and will be delegated with authority as needed:

- Raul Garibay, Supervising Water Resources Engineer
- Chris Brown, Water Production Supervisor
- Gary Matthews, Water Distribution Supervisor
- Rosemarie Chora, Supervising Environmental Services Engineer
- Nick Capogni, Water Treatment Plant Supervisor

Figure A-1 illustrates the organizational structure of the City of Pomona.

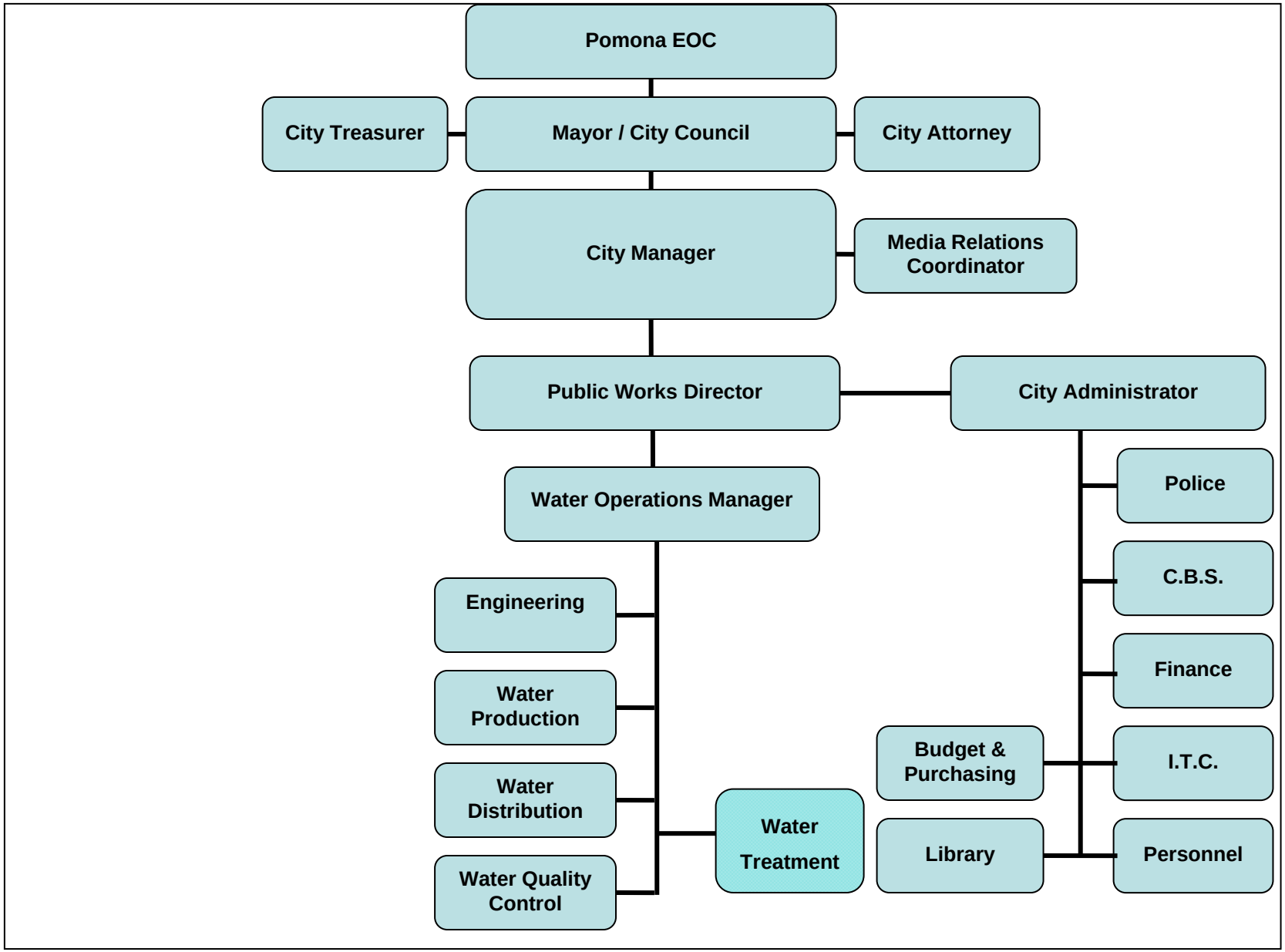
It shall be the City of Pomona policy that at least one of the two top positions in each Water Operations Division section is notified at all times during emergencies. Therefore, Tim D'Zmura or Jim Taylor will be contacted either at work, by cell phone, or at home.

Water Operations Division employees will respond to **Level 1, or minor emergencies,** which involve routine, normal, or localized events that directly affect few, if any, customers and can be corrected by City employees with resources. As a precaution, if necessary, the City will be notified and the County of Los Angeles emergency staff may be put on alert until the problem is solved.

Communication and notification protocols are addressed in Annex B.

2.0 Relationship with other Emergency Agencies

The County of Los Angeles has emergency personnel that have the capability of activating an EOC. The City of Pomona EOC Liaison will be Tim D'Zmura or his designee. The EOC Liaison will work closely with the elements of the EOC to provide for a unified command structure during the City's emergencies that required the activation of the City's Operations Emergency Management Team. Elements of the City's EOC consist of an Emergency Coordinator, Emergency Manager, Community Affairs, Purchasing, Emergency Services (fire and police departments), Administrative Services, and Health Services. This list may be expanded to meet the needs of the emergency depending on the need for additional resources.


Pomona EOC
City Treasurer
Mayor / City Council
City Attorney
City Manager
Media Relations Coordinator
Public Works Director
City Administrator
Water Operations Manager
Police
C.B.S.
Engineering
Finance
Water Production
Budget & Purchasing
I.T.C.
Water Distribution
Water Treatment
Library
Personnel
Water Quality Control

Any City of Pomona employee can call 9-1-1 to receive assistance from the appropriate law enforcement or emergency response agency. Contact with the County Emergency Manager will be through the Public Works Director. The County Emergency Manager will decide if he needs additional assistance from the City of Pomona or State of California emergency personnel. If water contamination is at issue, the Public Works Director will notify the Operations Manager and the County of Los Angeles' Public Health Engineers to take the necessary actions.

Annex B

Communications and Notifications

Annex B
Communications and Notifications

Communications Policy

Prompt and accurate notifications are essential to mitigate consequences, activate the Water Operations Division Emergency Management Team and notify the EOC elements responsible for protecting the health and safety of the public. In the event of a **Level 2 Emergency (Threats to the Health and Safety of the Public),** initial notifications must be made to workers, emergency response personnel and EOC elements. It is the policy of the City to empower all employees to make the necessary communication in the event of an emergency or a situation perceived to be an emergency. During times when the Water Operations Division staff is on duty, the communication goes to the appropriate crew chief and/or supervisor. During nights, weekends, and holidays, the site operator (Standby Personnel) will initiate a call to 9-1-1 and then to on-call crew chiefs and responsible supervisors.

Communications and Notification Procedure

During normal working hours, Monday through Friday, an employee communicates information regarding emergencies to his or her immediate supervisor first or another supervisor if the immediate supervisor is not available. This communication must be made by the most efficient means available.

During nights, weekends, and holidays, or any time or place in which a supervisor is not available and there is a threat, intrusion alarm or notice of suspicious activity; the employee should immediately call 9-1-1 and report the anomaly. The employee will identify himself as a City of Pomona Employee, making sure that the dispatcher understands the threat against the City's Drinking Water Supply System.

After the 9-1-1 call has been made, the employee will notify immediately his or her supervisor, whether the supervisor is at work or on-call. From there the notification goes to the Water Operations Manager and if necessary, the Public Works Director and Finance Director. If for any reason, no supervisor is available, every employee is empowered to contact the Water Operations Manager directly.

Telephone Numbers of Emergency Contacts

Annex E1 presents the emergency contact information for the City of Pomona Emergency Managers, government agencies, and other emergency response resources.

Emergency Information Needed

Whether a City employee is reporting an emergency or receiving a call from someone reporting an emergency, the following information must be communicated or recorded:

- Name of caller.
- Precise location of caller.
- Date and time of call.
- Phone number where caller can be reached.
- Type of incident reported (fire, explosion, chemical spill, water leak, vehicle/equipment accident, property damage, injured persons, suspicious persons/behavior, intentional damage or destruction, dam breach, contamination, known or unknown threats).
- Cause of incident, known or suspected.

Each primary contact person is to have a readily available, up-to-date home and emergency contact phone number list and, if applicable, the pager and cell phone numbers of all employees she/he is responsible for contacting.

Typical Notification Protocol

Figure B-1 illustrates the typical flow of information in an emergency.

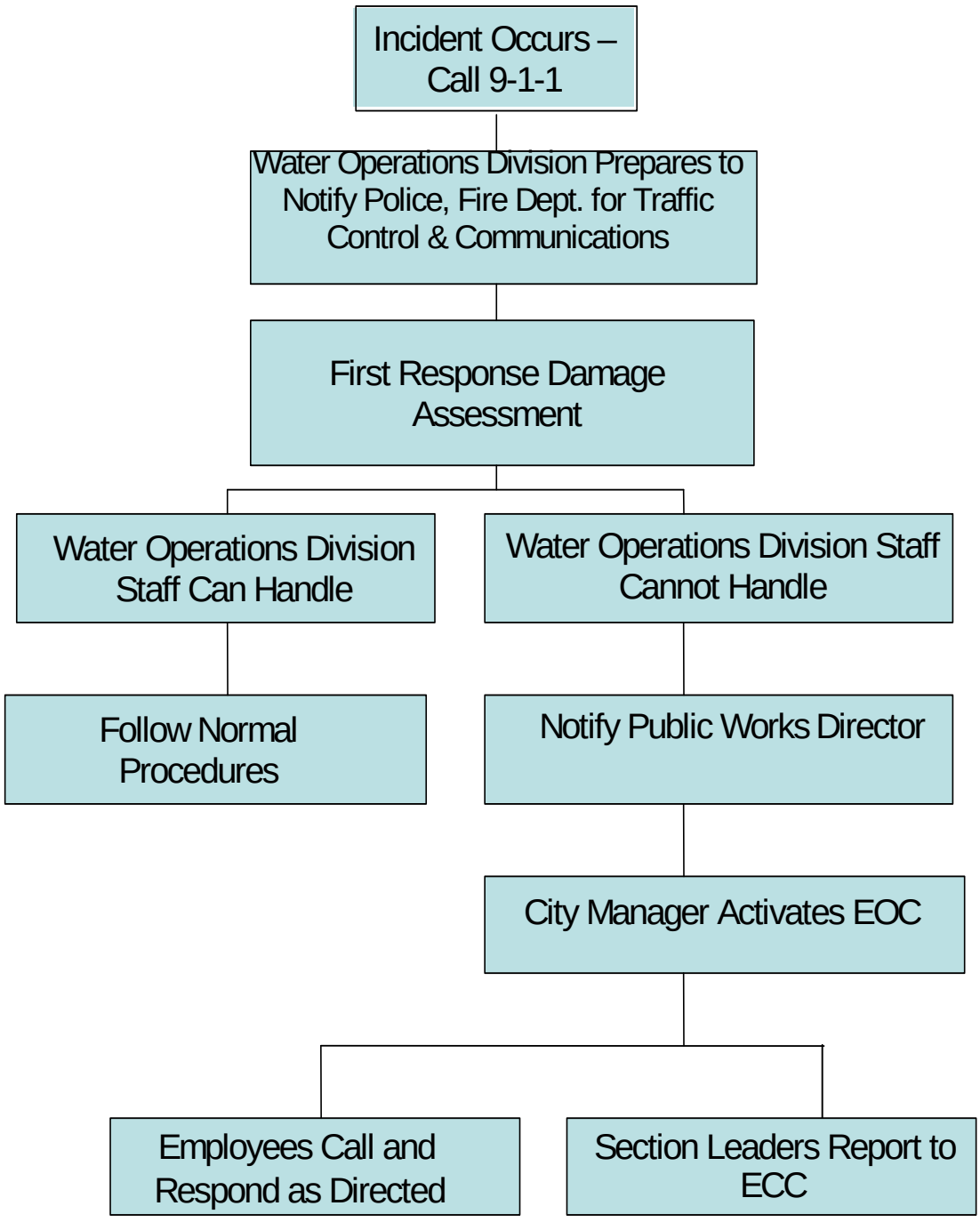


Figure B-1
Typical Notification Protocol

Emergency Control Center (ECC)

The Public Works Department Water/Wastewater Operations Yard located at 148 North Huntington Street will be the primary location where the Water Operations Management Team will respond, assess hazards, control, recover, and restore water operations in the event of an Operational Emergency. The emergency magnitude and type will determine the level of staff response. This location is optimal as it is connected to the Water Operations Divisions SCADA system. In the event that the emergency affects the Water Yard, the secondary Water Operations Division ECC will be the Pedley Filtration Plant.

The ECC is a command, communications and control center from which the Water Operations Emergency Management Team may direct Water Utility response activities and coordinate with other County of Los Angeles response elements during an emergency. The ECC is activated during any Level 2 Emergencies and may be activated when directed by the Water Operations Manager for any situation. Upon activation, the Water Operations Manager or his designee will function as the Water Operations Section Chief (WOSC) and will command the ECC. The Public Works Director will serve as the City's EOC Liaison.

The ECC provides the Water Operations Section Chief with an assortment of telecommunications apparatus and personnel from which to receive, assess, plot, and disseminate information to appropriate County of Los Angeles and City of Pomona emergency elements. The following functions will be present in the ECC, each with particular responsibilities and duties to perform.

Water Operations Manager (WOM)

During emergencies, the WOM position is filled by the Water Operations Manager or his/her designee. The overall mission of the WOM is to oversee and coordinate the activities of the ECC. The WOM provides overall coordination and management direction of ECC operations, and ensures that all required activities within the ECC are activated, staffed, and operating effectively. A designee may be assigned if required. All functions in the ECC report to the WOM.

Activation of other SEMS positions will occur as established within EOC activation guidelines and/or as established by the WOM.

Public Information Officer Duties

The Public Information Officer (PIO) will coordinate media releases, announcements and other emergency public information material with the City of Pomona. The PIO responsibilities are as follows:

- Ensures the timely, accurate dissemination of emergency information to help protect safety.
- Eliminates or minimizes confusion.
- Provides guidance for decision-making.
- Obtain information regarding magnitude of emergency and City's ability to provide service.
- Determine initial information to communicate to public.
- Determine best location for external communications center.
- Keep EOC Manager informed.
- Establish communication lines with emergency crews to obtain regular briefings.
- Establish public phone hotline and update regularly.
- Mobilize staff to answer public phone calls, customer calls.
- Assist in arranging emergency water distribution to public.
- Determine media spokesperson, provide guidance and coordinate interviews.
- Prepare initial announcement/news release and distribute/communicate to media.
- Establish media briefing schedule and update media with current situation.
- Notify key customers, other agencies, local government, fire protection, law enforcement.
- Mobilize staff to implement emergency water conservation measures if necessary.
- Update employee hotline with status of emergency.
- Document emergency response activities:
- Photographs.
- Journal log entries.
- Copies of report forms.
- Work orders opened.
- Purchase orders initiated.
- Purchases made – receipts.
- Overtime worked.

ECC Coordinator

Keep Planning/Assessment Section leader informed. Establish contacts with the following agencies:

- Municipalities/County:
  - City of Pomona.
  - County of Los Angeles Health Department.
  - State of California Department of Health Services
  - Communicate with agency contacts as required.
  - Provide information from multi-agency liaisons to appropriate Section leaders.
- Document emergency response activities:
  - Photographs.
  - Journal log entries.
  - Copies of report forms.
  - Work orders opened.
  - Purchase orders initiated.
  - Purchases made – receipts.
  - OT worked.

Water Production Section Supervisor

The Water Production Supervisor is responsible for activities supporting water distribution and treatment emergencies relative to intake structure failures, pump station failures, contamination and other support duties as needed. The Water Production Supervisor will ensure that Subject Matter Experts are available to respond and mitigate emergencies.

The Water Production Supervisor is responsible for treated water transmissions and distribution (T&D) emergencies relative to life and health threats that may result in the isolation or shut down of a site, and subsequent inability to supply the City of Pomona. Guidelines as determined by the Water Production Supervisor will be followed and impacts relative to shutdowns must be evaluated and communicated to the ECC for proper dissemination. The Water Production Supervisor will ensure that Subject Matter Experts relative to Transmission and Distribution are available to respond and mitigate emergencies.

Specific duties and considerations of the Water Production Supervisor include:

- Maintain adequate disinfection.
- Coordinate emergency sampling measures.
- Determine availability of off-duty personnel.
- What and where do emergency samples need to be taken?

- Coordinate treatment plant operations.
- Determine supply of other water production chemicals.
- Monitor effluent turbidity and particle counts leaving the plant.
- Utility water system integrity.
- Coordinate treatment plant integrity.
- What is the condition of the various plant structures?
- Can problems be isolated?
- Coordinate water production methods.
- Coagulation, flocculation, disinfection, filtration unit processes ok?
- Keep Operation Section leaders informed.
- Document emergency response activities.
- Photographs.
- Journal/log entries.
- Copies or report forms.
- Work orders opened.
- Purchase orders initiated.
- Purchases made – receipts.
- Overtime worked.

Supervising Environmental Services Engineer

The Supervising Environmental Services Engineer is responsible for performing water quality control analysis during emergencies. The Supervising Environmental Services Engineer will ensure that Subject Matter Experts relative to quality of water work closely with all elements of the ECC.

Specific duties and considerations of the Supervising Environmental Services Engineer include:

- Maintain adequate disinfection.
- Recommendation of Boil Water Order, if necessary.
- Coordinate emergency sampling measures.
- Determine availability of off-duty personnel.
- What and where do emergency samples need to be taken?
- Coordinate treatment plant operations.
- Determine supply of other water production chemicals.
- Monitor effluent turbidity and particle counts leaving the plant.
- Utility water system integrity.

- Coordinate treatment plant integrity.
- What is the condition of the various plant structures?
- Can problems be isolated?
- Coagulation, flocculation, disinfection, filtration unit processes ok?
- Keep Operation Section leaders informed.
- Document emergency response activities.
- Photographs.
- Journal/log entries.
- Copies or report forms.
- Work orders opened.
- Purchase orders initiated.
- Purchases made – receipts.
- Overtime worked.

Water Treatment Section Supervisor

The Water Treatment Section Supervisor responsibilities include:

- Maintain adequate disinfection.
- Coordinate emergency sampling measures.
- Determine availability of off-duty personnel.
- What and where do emergency samples need to be taken.
- Coordinate treatment plant operations.
- Determine supply of water treatment chemicals.
- Monitor effluent turbidity and particle counts leaving.
- Coordinate treatment plant integrity.
- What is the condition of the various plant structures.
- Can problems be isolated.
- Coagulation, flocculation, disinfection, filtration unit processes ok.
- Keep Operations Section leaders informed.
- Document emergency response activities.
- Photographs.
- Journal/log entries.
- Copies or report forms.
- Work orders opened.
- Purchase orders initiated.
- Purchase made – receipts.
- Overtime worked.

Water Distribution Section Supervisor

The Water Distribution Section Supervisor responsibilities include:

- Dispatch isolation teams as needed to isolate water loss sources.
- Pipeline breaks.
- Water tanks.
- Obtain information from Damage Assessment teams.
- Plan and coordinate repairs using assessment information.
- Obtain information from Distribution System Function leader.
- Keep Operations Section leaders informed and updated on work and time schedules.
- Assist with determining water system integrity.
- Coordinate with Logistics section for resource availability.
- Meals.
- Restrooms.
- Personnel.
- Petty cash.
- Equipment and material.
- Coordinate with Operations Staff for emergency generation power needs.
- Coordinate with Interagency Liaison for assistance need from other agencies.
- Coordinate assistance needed from Safety/Risk Control section.
- Injuries reported and documented.
- Hazard controls.
- Coordinate controlled releases.
- Document emergency response activities.
- Photographs.
- Journal log entries.
- Copies of report forms.
- Work orders opened.
- Purchase orders initiated.
- Purchases made – receipts.
- Overtime worked.

Supervising Water Resources Engineer

The Supervising Water ResourcesEngineer responsibilities include:

- Providing engineering assistance in civil engineering support, surveying assistance, system alterations, and priorities scheduling.
- Assist with determining water system integrity.
- Prepare cost estimates for system repairs and replacements.
- Furnish Finance Department cost input to substantiate requests for emergency disaster funds.
- Overtime worked.

General Activities for Initial Response, Sustained Operations and Deactivation

Initial Activities

- Activate the appropriate level of the emergency plan and the City's emergency management organization.
- Mobilize emergency response personnel as needed.
- Activate the EOC if needed (higher-level decision).
- Notify other agencies, such as City and County Emergency Management and State Public Health Department.
- Begin damage inspections.
- Evaluate safety of facilities.
- Begin documentation process, including photos and video recording.
- Activate emergency communications systems as needed.
- Activate emergency response measures when necessary, such as the following:
  - Mutual aid/assistance agreements.
  - Contracts for emergency supplies (including water) and equipment.
  - Obtain support supplies for recovery personnel (food, water, housing, etc.).
  - Emergency time-keeping methods to record employee hours worked (including overtime and contracts).
  - Inter-agency coordination of resources, including water supplies.
  - Interface with media.
  - Assist employees with personal emergencies (home or work) using Employee Assistance Programs.
  - Develop repair and restoration plans.
- Establish an emergency action plan within 3 hours and review it every shift change. Work shifts should not exceed 12 hours.

Within 24 Hours

- Staff the EOC 24 hours a day in 8 to 12 hour shifts, as needed.
- Within 8 hours, complete a preliminary damage inspection (refer to Damage Assessment in Annex C). Identify alternatives for providing temporary services, if necessary, pending full restoration, and locate and arrange for emergency equipment and personnel resources.
- Set up financial object codes to capture FEMA cost allowance information.
- Issue Water Quality Control advisories as required by the local health department or State Department of Emergency Management.

- Establish restoration priorities and initiate emergency repairs.
- Make external notifications to local governments, regulatory agencies, essential suppliers, major customers, and others as indicated.
- Request mutual aid/assistance resources as warranted by the situation.
- Advise all employees of the situation, work schedules, compensation provisions, and similar matters.
- Review the status of the water utility's personnel and equipment resources and be prepared to respond to requests for mutual aid/assistance.
- Provide public and employee information announcements as indicated.

Within 72 Hours (Sustained Operations)

- Update restoration priorities.
- Reassess the need to make, modify, or rescind Water Quality Control advisories in consultation with local and state health authorities.
- Review water utility finances and make adjustments if necessary to meet priority response and recovery needs.
- In conjunction with other local agencies, initiate requests for state and federal disaster assistance, as warranted.
- Continue damage inspection, emergency repairs, public and employee information announcements, and liaison with external agencies.
- Review previous actions.

Deactivation

- Authorized deactivation of field response or EOC sections, branches, or units when they are no longer required.
- Deactivate the EOC and close out logs when the emergency no longer requires activation.
- Notify adjacent facilities and other EOC, as necessary, of planned time for deactivation.
- Ensure that any open actions not yet completed will be taken care of after deactivation.
- Be prepared to provide input to the After Action Report.

Annex C

Damage Assessment

Annex C
Damage Assessment

The function of the damage assessment is to determine with reasonable accuracy the extent of damage to a facility, process, or capability. The damage assessment should focus on the ability to carry out its mission, namely the provision of drinking water to the City of Pomona.

Typically, there are two assessment types, the initial and the detailed. The initial assessment is the focus here. It is for determining what the immediate response requirements are and is conducted as soon as possible after discovery of an incident and after the injured and threatened has been attended to.

The information to be gathered in the damage assessment can be placed in three categories:

- That needed to determine the magnitude and type of assistance required immediately,
- That needed to satisfy internal and external reporting requirements, and
- That needed to support the more detailed assessment that will come later and be used to determine reimbursement under emergency relief programs.

The form presented here for the City's use is somewhat general in scope. It should be revised to fit the specific needs of the City.

PRELIMINARY DAMAGE ASSESSMENT

General Overview:
- ☐ Determine need to repair, replace, or abandon facilities
- ☐ Estimate cost to repair damage
- ☐ Evacuate buildings in danger of collapse
- ☐ Evacuate area close to other structures in danger of collapse
- ☐ Confirm that field crew does the following:
  Closes and tags:
  - ☐ Damaged facilities
  - ☐ Equipment
- ☐ SCADA System
- ☐ Radio Network

Wells:
- ☐ Check for physical damage to facilities
- ☐ Test for contamination
- ☐ Check for pump or motor failure
- ☐ Check power source
- ☐ Record number and location of damaged wells
- ☐ Record type and severity of damage

Treatment Plants:
- ☐ Check if power available
- ☐ Check condition of mechanical and electrical equipment
- ☐ Check status of SCADA system
- ☐ Check for quality of effluent
- ☐ Check for chemical spills or releases
- ☐ Check for need of emergency purification
- ☐ Check for structural damage
- ☐ Record type and severity of damage

Reservoirs:
- ☐ Check for:
  - ☐ Seepage ☐ Leaks
  - ☐ Cracks ☐ Landslides
  - ☐ Embankment slump
  - ☐ Broken inlet/outlet pipes and underdrains
- ☐ Lower water levels to reduce possibility of structural damage
- ☐ Record type and severity of damage

Tanks:
- ☐ Check for evidence of failure of subbase
- ☐ Check for:
  - ☐ Leaks ☐ Cracks
  - ☐ Broken inlet/outlet pipes and underdrains
- ☐ Check for buckling
- ☐ Record type and severity of damage

Distribution System:
- ☐ Check for:
  - ☐ Leaks ☐ Breaks
  - ☐ Pressure loss in lines
  - ☐ Cross-connections between water and sewage
  - ☐ Overflows in streets
- ☐ Check for mechanical couplings
- ☐ Note all locations of reported damage
- ☐ Note locations of reported contamination
- ☐ Record type and severity of damage

Annex D

After Action Report

Annex D
After Action Report

The function of the after-action report is to document immediate response actions for the purpose of learning lessons from the experience and improving future responses. It has been used for military applications and in other branches of the federal government for many years, but has found its way into disaster relief and emergency response efforts as well.

The form presented here is one that covers a variety of hazards and actions, but can be revised to address the specific needs of the City of Pomona. In debriefs and post-emergency meetings, it is important to review carefully the information in the after-action report and use it to revise and improve the Emergency Response Plan.

Hazardous Condition
After Action Report

A. GENERAL

Who was involved in the incident? ☐ Employees ☐ Carrier ☐ Contractor ☐ Other

If other, please explain: _____

_____

Date: _____ Time: _____

Location: _____ Date Terminated: _____

B. PROBLEM (Assessment of Situation):

State of the incident: ☐ Fire ☐ Leak/Spill ☐ Damage ☐ Other

If other, please explain: _____

_____

Harmful nature of material (include name and amount of materials involved): _____

_____

Type and condition of shipping container (highway accident, derailment, fire at storage site, etc.):

_____

_____

C. MODIFYING CONDITIONS (Factors Affecting Response)

Time of day: _____ Day of Week: _____

Weather: _____ Wind Direction: _____

Road Conditions: _____ Site Condition: _____

What problems did you encounter in reaching the scene: _____

_____

_____

_____

Undue delays for any special equipment: ☐ Yes ☐ No

If yes, please explain: _____

_____

Limitations location of scene had on operations: _____

_____

_____

D. EXPOSURES, INJURIES, DEATHS

What different types occurred and how many: _____

What were the causes: _____

- *Before arrival of emergency forces:* _____
- *During response:* _____
- *During recovery:* _____

E. RESPONSE RESOURCES

Personnel involved in response procedures (please list first and last names): _____

_____

Equipment involved in response procedures: _____

_____

Where was technical assistance and/or advice obtained: _____

_____

What technical information was necessary and received (Identify sources and adequacy of advice): _____

_____

F. RESPONSE ACTIONS (Objectives and Tactics)

Were rescue measures necessary: ☐ Yes ☐ No

If yes, please explain: _____

What steps were taken to control the hazardous condition? _____

_____

What agent was used to control the hazardous substance: _____

What measures were taken to protect emergency service personnel: _____

_____

What measures were taken to address unsafe structures: _____

_____

G. RECOVERY

What measures were necessary: _____

_____

What additional resources were necessary: _____

_____

What technical advice needed and received (persons, agencies, etc): _____

_____

What technical information needed did you receive (Identify sources): _____

_____

H. ATTACHMENTS TO AFTER ACTION REPORT

Incident Documentation (Scene of Disaster):

- Photos (Include time relationships between photos, if necessary. Far away and close up photos are needed).
- Sketches of the position of vehicles and debris before and after.

Statements of Witnesses:

Witnesses should include bystanders, people involved, and first emergency service personnel on the scene. Have witnesses tell you what they saw concerning the incident. Recognize that there may be conflict between statements of witnesses. Questions to ask:

- Describe characteristics of any burning, spilled, or leaking material?
- How did you know there were hazardous materials involved?
- When did you arrive on the scene?
- Were there any identifying markings, labels, or placards? Were they visible? Were they correct?
- What was the condition of the shipping container(s)?
- Did you notice anything unusual? What was observed?
- Did you hear any sounds?

Annex E

Event Specific Response Annexes

Annex E1 Emergency Contact Information			
Contact	**Work (Ext.)**	**Radio**	**Evening**
Emergency Operations Center			
EOC Coordinator		Pager:	
Carrie Cruz	909-620-3741	909-397-1475	
ECC Coordinator			
Jim Taylor	2251		909-598-9543
WATER OPERATIONS DIVISION Emergency Managers			
Public Works Director/EOC Liaison			
Tim D'Zmura	2262		
Water Operations Manager			
Jim Taylor – Operations Manager			
(Designee)	2251		909-598-9543
Raul Garibay – Supervising Water Resources Engineer			
	2239		626-351-4603
Water Production			
Chris Brown – Water Production Supervisor	2254	W-4	909-606-0128
(Designee)			
Dan Jimenez, Water Operations Crew Chief	2788	W-11	909-923-4425
Water Distribution			
Gary Matthews – Water Distribution Supervisor	2255	W-6	949-673-3449
(Designee)			
Alex Curry – Water Operations Crew Chief	7476	W-14	909-628-6038
Water Quality Control			
Rosemarie Chora – Supervising Environmental Services Engineer	7430	W-3	951-601-1128
(Designee)	7425	W-55	909-987-5952
Tom Baca – Water Quality Control Technician II			
Water Treatment			
Nick Capogni – Water Treatment Plant Supervisor	2248	W-5	909-464-2576
(Designee)			
Ted Dziuk – Water Treatment Plant Crew Chief	3670	W-17	909-621-0542
Engineering			
Raul Garibay – Supervising Water Resources Engineer	2239		626-351-4603
(Designee)			
Tim Hampton – Senior Water Resources Engineer	7420		323-445-6000
Public Information Officer			
Mark Gluba	2448		
(Designee)			

Government Agencies			
Department of Health Services			
Jeff O'Keefe***, District Engineer***	213-580-3181		213-280-3406
(Designees)			
Alan Sorsher, Associate Sanitary Engineer	213-580-5777		626-570-0248
Karen Wong, Associate Sanitary Engineer	213-580-3185		626-286-3828
Lolito Bagtasos, Sanitary Engineer	213-580-5746		562-929-9480
Juan Arriola, Sanitary Engineer	213-977-3140		310-429-2859
Los Angeles County Fire Department	**9-1-1**		
	323-881-6183		
Marion Jaikowski	310-263-2732		
Pomona Police	**9-1-1**		909-622-2141
	909-620-3741		
Customer Contacts			
Support Services (Labs, Contractors, Suppliers, etc.)			
LABORATORIES			
Truesdail Laboratories	949-552-0984		
Karl Schiller	714-920-0389		
Weck Laboratories, Inc.			
Marilyn Romero – Lab Manager	626-336-2139		
WATER AGENCIES			
Metropolitan Water District of Southern California			
Eagle Rock Operation Center	626-844-5610		
Three Valleys Municipal Water District			
Mike Sovich	909-621-5568 x109		
Rick Hansen	909-621-5568		
Walnut Valley Water District			
Cregg Zimmerman	909-595-1268		
CHEMICAL VENDORS			
Los Angeles Chemical Company - Aluminum Sulfate			
Mark McClure	323-562-9500		
Pacific Diazo Products, Inc. – Ammonium Hydroxide 19.0%	1-800-266-6642		
Johny Gilbert			
Pioneer Americas LLC – Sodium Hypochlorite 19.5%			
Charles Burgess	209-835-5424 x240		
PIPE FITTINGS & REPAIR SUPPLIES			
Inland Water Works			

Greg Spears Jeff Spears	909-322-0208 909-322-0210		
HAZARDOUS WASTE HANDLING CONTRACTORS			
Brenntag Pacific – Aluminum Sulfate/LACCO 3672 Barbara Ammend	562-903-9626 x334 818-383-3170		
CHEMTRAC – Ammonium Hydroxide 19.5%	1-800-424-9300		
Pioneer Americas – Sodium Hypochlorite 19.5% Charles Burgess	209-835-5424 x240		
State Assistance			
California Highway Patrol	916-657-7152		
California Transportation Commission	916-654-4245		
Department of Health Services	916-657-1425		
Department of Toxic Substances Control	916-322-0504		
Department of Transportation	916-654-5267		
Governor's Office of Emergency Services	916-845-8500		
Office of Environmental Health Hazard Assessment	916-324-7572		
State Hazard Mitigation Officer	916-845-8150		
State Water Resources Control Board	916-341-5250		

Annex E2, Natural Hazards
Earthquake, Severe Storms, Flooding and Erosion

Event Description: Earthquake, severe storm or flooding of a magnitude that the operation of water system facilities may be threatened, or other factors that results in damage to system components or an inability to gain access to them.

Response Team: 911, Supervisor, Water Operations Manager, Engineering, Water Quality Control, Water Production, Water Distribution, Department of Health Services, Public Information Officer, Utility Services Director, Finance Department, Civil Defense Office, Los Angeles County Health Department, Office of Drinking Water.

Initial Notifications: **System Damage**	• Police Dept. • Fire Dept. • Supervisor	• Water Quality Control • Engineering	• Water Supply • Water Production

Response Actions: *****Please refer to Annex E1 for Emergency Contact Information*****

First Responder	• Perform initial damage assessment. • For earthquake or flooding, contact 911 who will coordinate evacuation and traffic control. • Advise first responders (Police, Fire) of potential impacts to water supply. • Await Supervisor/Water Operations Manager.
Supervisor	• Control loss of water to the extent possible. • Coordinate with the Water Production Supervisor to isolate sections of storage reservoir. • Direct operations to minimize impact of extended service outage.
Water Quality Control	• Coordinate with Water Treatment, Water Production and Water Distribution to determine impacts to all Water Operations Division assets. • Monitor repair and restoration projects to insure their completion in a safe and efficient manner. • Direct total safety and health programs for the Water Division. • In conjunction with Water Operations Manager, act as liaison with the state and Los Angeles County Health Departments of other water agencies.
Water Production	• Control loss of water to the extent possible. • Assess damage to treatment plant, reservoirs, wells, pump stations, and other water system components. • Isolate affected systems, consider manual operation of reservoirs and pump stations. • Ensure critical treatment plant processes are operable. • Assess damage to treatment chemical storage and delivery equipment. • Assess damage to affected processes.
Water Treatment	• Coordinate with Water Quality, Water Production and Water Distribution to determine impacts to all Water Operations Division assets. • Asses damage to treatment plant facilities. • Ensure critical treatment plant processes are operable. • Asses damage to treatment chemical storage and delivery equipment. • Asses damage to affected processes.

Water Distribution	• Assess damage to interconnects with MWD, pumping stations, transmission and distribution systems, fire hydrants and valves. • Contact MWD to determine potential impacts to MWD Supply. • Coordinate with Water Production Supervisor to isolate reservoirs and other water system components as appropriate. • Contact department personnel and assign for staffing, maintenance or observation as needed. • Monitor, copy and coordinate incoming assessment reports. • Assist acquisition of materials, supplies and rental equipment. • Assist in acquisition of materials and equipment as part of any mutual aid agreement. • In the event that need to increase water demand from MWD, provide call to Walnut-Valley Water District.

Annex E2, Natural Hazards Earthquake, Severe Storms, Flooding and Erosion (Continued)	
Engineering	• Provide engineering assistance in civil engineering support, surveying assistance, system alterations, and priorities scheduling. • Prepare cost estimates for system repairs and replacements. • Furnish Finance Department cost input to substantiate requests for emergency disaster funds.
Public Information Officer (or Designee)	• Consult with Water Operations Manager on Public Notices. • Coordinate Media Contacts.
Water Operations Section Chief	• If appropriate, activate Emergency Control Center. • Responsible for operation changes to the City's water distribution system. • Provide Technical Information to City's EOC Liaison.
City EOC Liaison	• Liaison with County/City Emergency Managers - Primary Participant in City of Pomona EOC.
Recovery Actions:	• ***To be implemented as determined by Water Operations Section Chief.***
	• Begin temporary and/or permanent repairs to damaged system components. If system flush of contaminated water is required, coordinate with Department of Health Services. Notify Utility Services of date and time when full service recovery is anticipated. Until then, notify the Department of Health Services if boil order will be needed.
Notes:	

Annex E3, Accidents and Intentional Acts
Fire or Explosion

Event Description: This event is based on the report of discovery of a fire or explosion at one or more water interconnects, treatment plants, reservoirs or distribution system facilities.

Response Team: 911, Supervisor, Water Operations Manager, Public Information Officer, Water Quality Control, Water Distribution, Water Production, Engineering, Other Mission Critical Staff

Initial Notifications:

First Discovery

- Call 911
- Request for Fire and Police assistance
- Supervisor
- Water Operations Manager
- Water Distribution
- Water Quality Control

Response Actions: ***Please refer to Annex E1 for Contact Information****

First Responder	• Report immediately by telephone or radio to Fire Department. • Do not put employees at risk until fire is under control and area is cleared for entry. If fire cannot be safely extinguished, evacuate anyone that may be affected by the fire. • Notify Supervisor.
Supervisor	• Mobilize Maintenance Personnel for damage assessment and equipment repairs. • Do not put employees at risk until fire is under control and area is cleared for entry. If fire cannot be safely extinguished, evacuate anyone that may be affected by the fire. • Notify all Section Supervisors (Water Quality Control, Distribution, Production) • Notify Supervising Water Resouces Engineer. • Notify Water Operations Manager.
Water Quality Control	• Ensure critical treatment plant processes are operable. • Complete Damage Assessment Form (Annex C) • Assess damage to affected processes. • Assess damage to treatment chemical storage and delivery equipment
Water Production	• Determine if site(s) is readily serviceable or will be down for some time. • Determine if Plant needs to be evacuated of personnel and if immediate neighbors should be evacuated. Support Police in their efforts to manage orderly evacuations. • Assess damage to reservoirs, pump stations, and other water system components. • Consider whether to continue normal operations. • In the event that need to increase water demand from MWD, provide call to Walnut-Valley Water District. • Complete Damage Assessment Form (Annex C)
Water Treatment	• Ensure critical treatment plant processes are operable. • Asses damage to affected processes. • Asses damage to treatment chemical storage and delivery equipment. • Consider whether to continue normal operations. • Complete Damage Assessment Form (Annex C).

Water Distribution	• Assess damage to interconnects with MWD, pumping stations, transmission and distribution systems. • Contact MWD to determine potential impacts to MWD Supply. • Coordinate with Water Production Supervisor to isolate reservoirs and other water system components as appropriate. • Contact department personnel and assign for staffing, maintenance or observation as needed. • Isolate affected systems. • Consider whether to continue normal operations. • Make plans for alternative Water Distribution. • Complete Damage Assessment Form (Annex C)

Annex E3, Accidents and Intentional Acts Fire or Explosion (Continued)	
Engineering	• Work with Operations to prepare cost estimates for system repairs and replacements. • Provide engineering assistance in civil engineering support, surveying assistance, system alterations, and priorities scheduling.
Public Information Officer (or Designee)	• Consult with Water Operations Manager on Public Notices. • Coordinate Media Contacts.
Water Operations Manager	• If appropriate, activate Emergency Control Center. • Direct efforts of Operations personnel. • Notify Public Works Director.
City EOC Liaison	• Liaison with County/City Emergency Managers - Primary Participant in City of Pomona SEMS.
Recovery Actions:	***To be implemented as determined by Water Operations Manager.***
	• Begin temporary and/or permanent repairs to damaged system components. If system flush of contaminated water is required, coordinate with Department of Health Services. • Notify Utility Services of date and time when full service recovery is anticipated. Until then, notify the Department of Health Services if boil order will be needed. • Complete After Action Report (Annex D).
Notes:	

Annex E4, Accident or Intentional Acts
Chemical Release or Spill

Event Description: This event is based on discovery of a chemical release that may create an immediate health hazard for Water Operations Division staff and/or the public and may result in contamination of finished water. Discovery by identification of evidence, sampling and analysis, or report by outside agency.

Response Team: Supervisor, Water Operations Manager Public Information Officer, Water Quality Control, Water Distribution, Water Production, Engineering, Other Mission Critical Staff

Initial Notifications:

First Discovery

- Supervisor
- If chemical spill or bulk container evident: call 911
- Request HazMat
- Water Operations Manager
- Water Production
- Water Distribution
- Water Quality Control

Response Actions: ***Please refer to Annex E1 for Contact Information****

First Responder	• Control area, do not approach or handle potentially contaminated containers or process areas unless trained. Advise first responders (Police, Fire) of potential impacts to Water Distribution. Evacuate all personnel from the area. • If necessary, call 911 and request their remedial and medical assistance. • Consult the Material Safety Data Sheet for first aid procedures. • Notify Supervisor and record pertinent information on an emergency log form. • Stand-by to assist emergency response team when they arrive. Advise emergency response team of any repair kits already available at the site.
Water Production Supervisor	• Evacuate all personnel from the area. If spill is within the treatment plant, production should be discontinued. • Direct spill containment and neutralization. • If necessary, call 911 and request their remedial and medical assistance. • Assist fire department personnel as needed. • Notify Water Operations Manager. • Notify Water Quality Control Supervisor. • Implement procedures to isolate potentially contaminated systems. • Consider whether to continue normal operations or arrange for alternative means of treatment. • For a non-visible chlorine gas release, direct actions to discontinue leak. Assure that proper PPE is used and training has been provided. • In the event that need to increase water demand from MWD, provide call to Walnut-Valley Water District.
Water Quality Control	• Perform initial assessment of situation. • Initiate following sampling plans and actions: - Finished water reservoirs and clear wells, - Finished water transmission and distribution lines, - Provide information to Department of Health Services. • Work with Department of Health Services and Contract Labs to develop sampling and analysis plans – expedite analysis – request estimate of turnaround time. • Assure Compliance with Environmental and Department of Health Services Regulations. • Assume any notification of chemical contamination of Water Distribution will result in law enforcement notification of FBI.

Annex E4, Accident or Intentional Acts Chemical Release or Spill (Continued)	
Water Treatment	• Evacuate all personnel from the area. If spill is within the treatment plant, production shall be discontinued. • Consult Material Safety Data Sheet. • Perform initial assessment of situation. • Direct spill containment and neutralization. • If necessary, call 911 and request their remedial and medical assistance. • Notify Water Quality and Production Supervisors. • Implement procedures to isolate potentially contaminated systems. • Consider whether to continue normal operations or arrange for alternative means of treatment.
Water Distribution	• Coordinate with supervisor to implement procedures to isolate potentially contaminated systems. • Coordinate with supervisor to implement a plan to work around isolated systems. • Determine supply duration of finished water in tanks and reservoirs. • Coordinate with supervisor to consider whether to continue normal operations or arrange for alternative means of treatment. • Make plans for alternative Water Distribution. • Complete Damage Assessment (Annex C). • Coordinate with Health Services to implement distribution line flush. If water is contaminated, may need permit or written permission to flush to sewer via fire lines.
Public Information Officer	• Consult with Water Operations Manager on Public Notices. • Coordinate Media Contacts.
Water Operations Manager	• If appropriate, activate Water Operations Division Emergency Control Center. • Provide Technical Information. • Work with Water Quality Control to notify Department of Health Services. • Assume any notification of chemical contamination of Water Distribution will result in notification of law enforcement, environmental agencies, and FBI. • Notify Public Works Director.
Recovery Actions:	***To be implemented as determined by Water operations Manager.***
	• Begin temporary and/or permanent repairs to damaged system components. If system-flush of contaminated water is required, coordinate with Department of Health Services. • Notify Utility Services of date and time when full service recovery is anticipated. Until then, notify the Department of Health Services if boil order will be needed. • Notify all customers of date and time when full recovery/full service is anticipated and when it is achieved. Use Department of Health Services, media. • Complete After Action Report (Annex D).

Notes:

Annex E5, Accident or Intentional Acts
Loss of Power

Event Description: This event is based on the loss of power to the City of Pomona, Public Works Department system components from all causes known or unknown.

Response Team: Supervisor, Water Quality Control, Water Distribution, Water Production, Engineering Southern California Edison, Other Mission Critical Staff

Initial Notifications:

First Discovery

- Supervisor
- Water Distribution
- Southern California Edison
- If appears to be intentional, call 911
- Request Police
- Water Production
- Water Quality Control
- Engineering

Response Actions: ***Please refer to Annex E1 for Contact Information****

First Responder	• Control area, do not approach or handle potentially energized equipment. • Discontinue the application of Water Production chemicals that may accumulate to unsafe quantities in affected effluents. Ensure that all chemical feed stations to confirm that effected systems are off. • Depending on the location of the outage, notify the Water Treatment Plant - Standby and/or Water Treatment Supervisor of the occurrence. • Notify Supervisor and begin recording pertinent information.
Water Production Supervisor	• Control area, do not approach or handle potentially energized equipment. • Determine if outage might be long enough to lead to Water Distribution deficiencies. • Coordinate with Water Operations Section Chief to reevaluate pumping/ treatment schedules in accordance with projected outage duration. • Coordinate with the Water Distribution and Water Operations Section Chief to modify pumping rates to maximize system storage. • Disconnect non-essential and sensitive equipment and inspect and/or start up generation equipment to see that it is operating properly. • Contact consulting engineer services, electrical contractors and/or equipment or parts services if necessary. • In the event that need to increase water demand from MWD, provide call to Walnut-Valley Water District.
Water Quality Control	• If necessary, work with Water Operations Section Chief to notify Department of Public Health engineer to evaluate the need for public notice.
Water Treatment	• Control area, do not approach or handle potentially energized equipment. • Discontinue the application of chemicals that may accumulate to unsafe quantities in the effluent water of treatment plants. • Ensure that all chemical feed stations are off. • Coordinate with Water Quality and Water Production reevaluate treatment schedules in accordance with projected outage. • Disconnect or shut-off sensitive equipment that may be affected during start-up.
Water Distribution	• Mobilize maintenance personnel to determine source of outage, assess damage, and take remedial action. • Coordinate with Water Operations Section Chief to reevaluate pumping/ treatment schedules in accordance with projected outage duration. • Coordinate with Water Production and Water Operations Section Chief to modify pumping rates to maximize system storage. • Determine if emergency power (generators) should be used. • If appropriate, complete Damage Assessment (Annex C).

Engineering	• If necessary, work with Operations to prepare cost estimates for system repairs and replacements. • Provide engineering assistance in civil engineering support, system alterations, and priorities scheduling.
Annex E5, Accident or Intentional Acts Loss of Power (Continued)	
Public Information Officer	• Consult with Water Operations Manager on Public Notices. • Coordinate Media Contacts.
Water Operations Manager	• If appropriate, activate Water Operations Division Emergency Control Center. • Provide Technical Information. • Work with Water Quality Control to notify Department of Health Services. Assume any notification of any intentional act will result in notification of law enforcement, environmental agencies, and FBI. • Notify Public Works Director.
Recovery Actions:	***To be implemented as determined by Water Operations Manager.***
	• Obtain permission to begin repairs from Police Department. • Begin temporary and/or permanent repairs to damaged system components. • Notify Utility Services of date and time when full service recovery is anticipated. • Notify all customers of date and time when full recovery/full service is anticipated and when it is achieved. • Complete After Action Report (Annex D)
Notes:	

Annex E6, Intentional Acts
Raw Water Contamination (Chemical/Biological/Radiological)

Event Description: This event is based on discovery of a raw water contamination in a well head, pumped groundwater transmission line, or raw water transmission system. Discovery by identification of evidence, sampling and analysis, or report by outside agency.

Response Team: 911, Supervisor, Water Quality Control, Water Distribution, Water Production, Public Department of Health Services, Engineering, Water Operations Manager, Other Mission Critical Staff

Initial Notifications:

First Discovery

- Supervisor
- Water Quality Control
- Water Distribution
- If chemical spill or bulk container evident: Call 911
- Request HazMat and Law Enforcement
- Water Production
- Engineering

Response Actions: ***Please refer to Annex E1 for Contact Information****

First Responder	• Notify supervisor. • Coordinate with the Water Production Supervisor to discontinue pumping source water until it can be determined that contaminated water cannot be drawn into Pomona facilities. (Isolate the system) • For Water Production interruption or chemical overfeed, discontinue effected effluent, shut off pumps at Water Production Plant. • Obtain emergency log form and begin recording pertinent information.
Water Production Supervisor	• Notify authorities (911) and make direct actions to minimize the immediate effects or to isolate the system. • Make a determination as to the severity and extent of the problem and the degree of public hazard. • Notify Water Quality Control. Coordinate with Water Quality Control to collect samples to determine the presence/absence of contamination at points within the system. • In the event that need to increase water demand from MWD, provide call to Walnut-Valley Water District. • Notify Water Operations Manager.
Water Quality Control	• Perform initial assessment of situation, if appropriate, notify Water Operations Manager. • Notify QA Laboratory Staff, initiate following sampling plans: - Raw water transmission lines - Well heads. • Notify the local Department of Health Services engineer. • Based on information obtained form the local Department of Health Services engineer, a determination will be made as to the length of time necessary to be out of production. Notify appropriate customers based on this information. • Work with Contract Labs to develop sampling and analysis plans – expedite analysis. • Interpret lab data.
Water Treatment	• Notify authorities (911) and make direct actions to minimize the immediate affects or to isolate the system. • Make a determination as to the severity and extent of the problem and the degree of public hazard. • Notify Water Quality Control. Coordinate with Water Quality to collect samples to determine the presence of contamination at points in the system. • Notify Water Operations Crew Chief.

Water Distribution	• Contact maintenance personnel to repair failed equipment. • Follow up notification to customers with a notice that the emergency has been eliminated. • Implement plan to work around isolated systems. • Determine supply duration of finished water in tanks and reservoirs. • Consider whether to continue normal operations or arrange for alternative means of treatment. • Make plans for alternative Water Distribution. • Complete Damage Assessment (Annex C).
Annex E6, Intentional Acts Raw Water Contamination (Chemical/Biological/Radiological) (Continued)	
Engineering	• Provide engineering assistance in civil engineering support, system alterations, and priorities scheduling.
Public Information Officer	• Consult with Water Operations Section Chief on Public Notices. • Coordinate Media Contacts.
Water Operations Section Chief	• Notify the local emergency management office. • If appropriate, activate Water Operations Division Emergency Control Center (ECC). • Provide Technical Information. • Work with Water Quality Control Supervisor to notify Department of Public Health. Assume any notification of any intentional act will result in notification of law enforcement, environmental agencies, and FBI. • Based on information obtained form the local Department of Public Health engineer, a determination will be made as to the length of time necessary to be out of production. Work with Public Information Officer to notify appropriate customers based on this information.
Recovery Actions:	***To be implemented as determined by Water Operations Section Chief.***
	• Begin temporary and/or permanent repairs to damaged system components. If system flush of contaminated water is required, coordinate with Department of Public Health. • Notify all customers of date and time when full recovery/full service is anticipated and when it is achieved. Use Department of Public Health and media. • Complete After Action Report (Annex D).

Notes:

Annex E7, Intentional Acts
Finished Water Contamination (Chemical/Biological/Radiological)

Event Description: This event is based on discovery of intentional contamination of finished water in the distribution and storage system that may create an immediate health hazard for Water Operations Division staff and/or the public. Discovery by identification of evidence, sampling and analysis, medical reports, or by outside agency.

Response Team: 911, Supervisor, Water Operations Manager, Water Quality Control, Water Distribution, Water Production, Engineering, Public Department of Health Services, Other Mission Critical Staff

Initial Notifications: **First Discovery**	• Supervisor • Water Quality Engineer • Water Distribution • Water Production	• If chemical spill or bulk container evident: Call 911, • Request HazMat and Law Enforcement	• Water Operations Manager • Engineering

Response Actions: ***Please refer to Annex E1 for Contact Information****

First Responder	• Record all factors leading to the suspicion of the emergency on an Emergency Log Form. • Notify supervisor.
Water Production Supervisor	• If "Reasonable Judgment" indicates serious threat, implement shut down. • Notify Water Operations Manager and other section supervisors. • Coordinate with MWD and TVMWD to determine if contamination has affected their systems. • Direct actions that may be taken to minimize the effects. (i.e. open/close valves, start/stop pumps, adjust chlorination, etc.) • Based on information obtained form the local Department of Health Services engineer, a determination will be made as to the length of time necessary to be out of production. • In the event that need to increase water demand from MWD, provide call to Walnut-Valley Water District.
Water Quality Control	• Have samples for bacterial examination collected at appropriate locations and forward them to the Contract Labs for analysis. • Notify QA Laboratory Staff, initiate following sampling plans: - Finished water storage reservoirs, - Distribution systems. • Work with Contract Labs to develop sampling and analysis plans – expedite analysis – request estimate of analysis turnaround time. • Interpret lab data. • Perform initial assessment of situation, if appropriate, notify Water Operations Manager. • Notify the local Department of Public Health engineer. • Based on information obtained from the local Department of Public Health engineer, a determination will be made as to the length of time necessary to be out of production. Work with Public Information Officer to notify appropriate customers based on this information.
Water Treatment	• If "Reasonable Judgement" indicates serious threat, implement shut down of plant. • Notify Water Quality Control, Water Operations Crew Chief and other Section Supervisors. • Direct actions that may be taken to minimize the affects (i.e. open/close valves, adjust chlorination). • Based on information obtained from local Department of Public Health engineer, a determination will be made as to the length of time necessary to have the treatment plant out of service.

Water Distribution	• Determine supply duration of finished water in tanks and reservoirs. • Consider whether to continue normal operations or arrange for alternative means of treatment. • Notify the appropriate local Department of Health Services engineer to ensure and system flush activities being considered are in compliance with California sanitary and environmental regulations. • Complete Damage Assessment (Annex C).
Annex E7, Intentional Acts Finished Water Contamination (Chemical/Biological/Radiological) (Continued)	
Engineering	• Provide engineering assistance in civil engineering support, system alterations, and priorities scheduling.
Public Information Officer	• Consult with Water Operations Manager and Water Quality Control Supervisor on Public Notices. • Coordinate Media Contacts.
Water Operations Manager	• Notify the local emergency management office. • If appropriate, activate Water Operations Division Emergency Control Center. • Provide Technical Information. • Work with Water Quality Control Supervisor to notify Department of Public Health. Assume any notification of any intentional act will result in notification of law enforcement, environmental agencies, and FBI. • Based on information obtained form the local Department of Public Health engineer, a determination will be made as to the length of time necessary to be out of production. • Coordinate with the Department of Public Health to determine the need for contacting the public. If public notification is made, follow up with a notice that emergency has been discontinued. • Work with Public Information Officer to notify affected customers.
Recovery Actions:	***To be implemented as determined by Water Operations Manager.***
	• Begin temporary and/or permanent repairs to damaged system components. If system flushes of contaminated water is required, coordinate with Department of Public Health. • Notify Utility Services of date and time when full service recovery is anticipated. Until then, notify the Department of Public Health if boil order will be needed. • Notify all customers of date and time when full recovery/full service is anticipated and when it is achieved. Use Department of Public Health and local media. • Complete After Action Report (Annex D).

Notes:

Annex E8, Intentional Acts
Physical Damage

Event Description: This event is based on the discovery of intentional physical or structural damage to water system components sufficient to disrupt normal system operations.

Response Team: 911, Supervisor, Water Operations Manager, Water Quality Engineer, Water Distribution, Water Production, Engineering, Public Department of Health Services, Other Mission Critical Staff

Initial Notifications:

First Discovery

- Supervisor
- Call 911
- Request Police assistance
- Water Operations Manager
- Water Distribution
- Water Production
- Water Quality Engineer
- Engineering

Response Actions: ***Please refer to Annex E1 for Contact Information****

First Responder	• Control Area, Contact Supervisor. • Call Pomona Police Department. • Before taking action that might disturb evidence needed for a criminal investigation, get clearance from Police commander on site. • Record all information relating to the damage.
Supervisor	• Contact maintenance personnel to investigate and verify the reported damage is within the system. • Make a determination as to the severity and extent of the damage and degree of public hazard. • Direct actions to be taken to minimize immediate effects. • Contact 911 for traffic control or public evacuation. • Work with Public Information Officer to notify affected customers.
Water Quality Engineer	• Notify the Public Department of Public Health. • If appropriate, work with Water Distribution Supervisor to initiate system isolation. • If appropriate, implement sampling plan for downstream systems. • Prepare recommendations for Water Operations Manager and Department of Public Health. • Assure Compliance with Environmental and Department of Public Health Regulations.
Water Production	• Isolate affected systems and assess damage to affected systems. • Determine if site(s) is readily serviceable or will be down for some time. • Ensure critical treatment plant processes are operable. • In the event that need to increase water demand from MWD, provide call to Walnut-Valley Water District.
Water Treatment	• Make a determination as to the severity and extent of damage and degree of public hazard • Direct actions to be taken to minimize immediate affects. • If appropriate, work with the Water Production and Water Distribution Supervisors to initiate isolation. • Assure compliance with Environmental and Department of Public Health Regulations.

Water Distribution	• Determine duration of service from finished water in tanks and reservoirs. • Consider whether to continue normal operations. • Make plans for alternative Water Distribution. • Assess damage to affected processes/systems. • Develop plan for recovery of systems. • Complete Damage Assessment Form (Annex C). • Contact a pipeline repair contractor to excavate failed sections so that an assessment of necessary repairs and materials can be made. • Coordinate with Utility Services Engineer to obtain an emergency purchase requisition number to provide for payment of services. • Complete an Emergency Closure Report.
Annex E8, Intentional Acts Physical Damage (Continued)	
Engineering	• Provide engineering assistance in civil engineering support, system alterations, and priorities scheduling. • Work with Water Distribution Supervisor and Water Operations Manager to obtain an emergency purchase requisition number to provide for payment of services.
Public Information Officer	• Consult with Water Operations Manager on Public Notices. Public notices should be followed up with a notice that the emergency has been corrected. • Coordinate Media Contacts.
Water Operations Manager	• If appropriate, activate Water Operations Division Emergency Control Center. • Provide Technical Information. • Work with Water Quality Control Supervisor to notify Department of Public Health. Assume any notification of any intentional act will result in notification of law enforcement, environmental agencies, and FBI. • Work with Public Information Officer to notify affected customers.
Recovery Actions:	***To be implemented as determined by Manager.***
	• Begin temporary and/or permanent repairs to damaged system components. If system flush of contaminated water is required, coordinate Department of Health Services. • Notify Utility Services of date and time when full service recovery is anticipated. • Notify all customers of date and time when full recovery/full service is anticipated and when it is achieved. • Complete After Action Report (Annex D).

Notes:

Annex E9, Threats
All Credible Threats of Damage to or Contamination of the Water System

Event Description: This event is based on the threat of intentional damage to the water system or harm to the water itself, at any point within the system. This threat may be specific as to type of damage or contaminant or deliberately vague and unspecified.

Response Team: 911, Supervisor, Water Operations Manager, Public Information Officer, Water Quality, Water Distribution, Water Production, Engineering, Public Department of Health Services, Other Mission Critical Staff

Initial Notifications: **First Discovery**	• Call 911 to notify Police. They will notify other agencies, including the local FBI Field Office, if necessary.	• Supervisor • Water Quality • Water Operations Manager	• Water Distribution • Water Production • Engineering

Response Actions: ***Please refer to Annex E1 for Contact Information****

First Responder	• Control area, do not approach or handle potentially contaminated containers or water unless properly trained and equipped. Advise first responders (Police, Fire) of potential impacts to Water Distribution System.
Supervisor	• Notify Water Operations Manager. • Control area, do not approach or handle potentially contaminated containers or water unless properly trained and. Equipped. Advise first responders (Police, Fire) of potential impacts to Water Distribution.
Water Quality	• Increase sampling at Water Distribution locations. • Compare results to latest sample at same site. • Increase security at Water Distribution locations. • Notify the Public Department of Public Health. • Work with Contract Labs to develop sampling and analysis plans – expedite analysis – request estimate of analysis turnaround time. • If appropriate, work with Water Distribution Supervisor to initiate system isolation. • Interpret lab data. • Prepare recommendations for Managers and Department of Public Health. • Assure Compliance with Environmental and Department of Public Health Regulations.
Water Production	• Implement procedures to isolate potentially contaminated systems. • Implement plan to work around isolated systems. • Consider whether to continue normal operations or arrange for alternative means of treatment. • Consider implementing plant shut down procedures. • If evacuation is advised by the Emergency Broadcast System, secure the facilities on the way out. • Complete Damage Assessment (Annex C).

Annex E9, Threats All Credible Threats of Damage to or Contamination of the Water System (Continued)	
Water Treatment	• Increase security at Water Treatment facilities. • Increase sampling at Water Treatment facilities. • Consider whether to continue normal operations or arrange for alternative means of treatment. • Consider implementing shut down procedures. • Implement procedures to isolate potentially contaminated systems. • If evacuation is advised by the Emergency Broadcast System. Secure facilities on the way out. • Complete Damage Assessment (Annex C).
Water Distribution	• Contact Office of Emergency Management for assistance and exchange of information. • Coordinate with Water Quality to collect samples to determine the presence/absence of contamination within the system. • Notify local Department of Public Health engineer to determine the appropriate method of disposal of contaminated water if required. • Contact Water Operation Section Chief to evaluate the need for public notification. • Complete Damage Assessment (Annex C).
Engineering	• Provide engineering assistance in civil engineering support, system alterations, and priorities scheduling.
Public Information Officer	• Consult with Water Operations Manager on Public Notices. • Contact customers. • Coordinate Media Contacts.
Water Operations Manager	• If appropriate, activate Water Operations Division Emergency Control Center. • Provide Technical Information. • Coordinate with Water Quality Control Supervisor to notify Department of Public Health. Assume any notification of any threat of intentional act will result in notification of law enforcement, environmental agencies, and FBI. • Work with Public Information Officer to contact customers. • Notify Public Works Director.
Recovery Actions:	***To be implemented as determined by Water Operations Manager.***
	• Begin temporary and/or permanent repairs to damaged system components. If system flush of contaminated water is required, coordinate with California Department of Public Health. • Notify Utility Services of date and time when full service recovery is anticipated. Notify all customers of date and time when full recovery/full service is anticipated and when it is achieved. Use Department of Public Health, media, web site, and phone message. • Complete After Action Report (Annex D).

Notes:

APPENDIX 1

EMERGENCY IMPORTED WATER SUPPLY FOR SHORTAGES DUE TO CATASTROPHIC FAILURE:

In the event that an emergency flow change is necessary on Pomona-Walnut-Rowland Joint Water Line (PWR-JWL), call **Walnut Valley Water District (WVWD) at (909) 595-1268**, and leave an emergency message for the on-call pumper, including a return call telephone number. WVWD controls the PWR-JWL, and the emergency water requested through this line is either from Metropolitan Water District's (MWD) Weymouth Filtration Plant or Miramar Treatment Plant.

WVWD's on-call pumper is available 24 hours a day, seven days a week to administer water to the City in cases of emergency. After emergency water has been sent to the City, WVWD contacts Three Valleys Municipal Water District (a member agency of MWD and our imported water agency to MWD) and handles any other administrative affairs associated with our emergency water request.

OUTLET CONNECTIONS FOR EMERGENCY IMPORTED WATER SUPPLIES

SOURCE	LOCATION

PWR-JWL	CITY RESERVOIR 8
PWR-JWL	ARROW AND E. STREET